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**TEST INFORMATION GUIDE**

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Office Administrator III, IV, V** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. OFFICE PRACTICES AND PROCEDURES****(12 Questions)**

Employees in this job must have command of commonly accepted office practices and procedures in order to manage the flow of work within a modern business office. Test question topics include:

- Office systems and theory;
- Establishing work procedures.

**II. PUBLIC CONTACT****(12 Questions)**

Employees in this job are almost always in contact with the public either through the telephone or in face-to-face encounters. This section of the exam tests your skill in effectively interacting with the public in a modern business office situation. Test question topics include:

- How to effectively handle requests for information from the public;
- Methods used to promote a favorable impression of the agency and state employees among the general public;
- Effectively dealing with hostile or argumentative persons.

**III. RECORDS MANAGEMENT****(12 Questions)**

Employees in this job establish and maintain comprehensive office record systems to facilitate the storage and retrieval of information. This section of the exam tests your knowledge of various record management practices. Test question topics include:

- Cross referencing of files;
- Establishing office filing systems.

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#### **IV. SUPERVISION**

**(12 Questions)**

Employees in this job are often responsible for the daily supervision of subordinate office staff. This supervision entails assigning and monitoring work, training, disciplining and reviewing work performance. This section of the exam tests your ability to supervise workers in an office setting. Test question topics include:

- Employee motivational techniques;
- Enhancement of employee versatility through training;
- Work assignments;
- Problem resolution.

#### **V. ADVANCED SUPERVISORY TECHNIQUES**

**(12 Questions)**

The majority of this job entails supervisory responsibility. Therefore, this section expands further to test your knowledge of supervisory skills. Test question topics include:

- Coordinating and delegating assignments;
- Resolving problems between employees;
- Personnel file entries.